

Frequently Asked Questions

Update of Customer's Information



1. Why do I need to update my personal information?

Updating your personal information helps:

- Enhance the security features of your account.
- Ensure a seamless transaction process.
- Bank communicate with you of any information or update of banking service.

2. What information do I need to update?

For individual customer you are required to update the following details:

- Residential Address / Mailing Address
- Email Address
- Identification Card Number
- Tax Identification Number (TIN) – for Foreign customers
- Contact Number
- Occupation & Employer Information
- Passport Information
- Person with Disabilities Card Information

And for non-individual customer, the following details are to be updated:

- List of Signatories for Company / Business / Association / Cooperative
- List of Board of Directors for Company

3. When is the deadline for updating my information?

You are required to update your information **before 1 January 2027**. Failure to do so may affect our banking services to you.

4. How can I update my information?

You can update your profile through any of the following methods:

- **BIMB Web:** <https://web.bimb.com> or **BIMB Mobile**
- **Form Submission:** Download via QR, print, fill up the form and submit it to the nearest Bank Islam branch. [Note: QR code is available at our communication Notice for Customer Personal Information update]
- **In-Person:** Visit any Bank Islam branch

5. Do I need to visit a branch to update my information?

Yes, if you in any of the following situation:

1. You prefer to update in person at branch;
2. You did not have access to our **BIMB WEB**;
3. You select form submission to update your information;
4. The information that you want to update is not available to be updated via our BIMB WEB (please see details under question 9 on What personal details can I update using BIMB Mobile and BIMB Web below)
5. You have non-individual account e.g. business or organisation account.

6. As a non-individual account holder do I need to bring any document to update information?

Yes, please bring along the following relevant documents:

- Valid identification of the authorized personnel
- Original business/entity registration documents
- Certified copy of the business resolution
- Certified copy of the minutes of meeting
- Any other relevant supporting documents, if applicable

7. Where do I provide Tax Identification Number (TIN) and/or Person with Disabilities Card information?

Please fill in these details under the "Others" section of the Change Account Information form.

8. What personal details can I update using BIMB Mobile and BIMB Web?

You can update the following personal details directly through the BIMB Mobile app or BIMB Web:

- Mailing Address
- Email Address
- Occupation
- Employment details – Type, Sector, Employer Name, Employment date
- Annual Income
- Education Level
- Marital Status
- No. of Dependent

9. How do I update my personal details in BIMB Mobile and BIMB Web?

To update your personal details via BIMB Mobile or BIMB Web, simply follow these steps:

Click **Manage > My Profile tab >** select either **My Profile, Employment Info** or **Mailing Address** to update.

10. Can non-individual customers update their banking information via the eBankerPro?

No, non-individual customers such as businesses, organizations, or other entities are not able to update their banking information through the eBankerPro. To ensure proper verification and compliance with banking regulations, such update must be done in person at the nearest branch.

11. What happens if I don't update my information?

Failure to update your personal information by the stipulated deadline may affect our banking services to you.

Customers may update their profiles via:



Internet Banking
<https://web.bimb.com>



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